

ADAPTIVE VOICE RECOGNITION MENU METHOD AND SYSTEM

ABSTRACT OF THE DISCLOSURE

A method and system for automated speech-enabled responses to caller requests for information prompts caller requests for information from a menu that lists
5 options based upon the frequency of requests for information and for automated collection and updating of content based upon the feedback provided by customers. For instance, a task analyzer classifies information requested by caller opening statements with the
10 classifications based on the task the caller intends to accomplish. For a menu that provides information on telephone services, classifications may include instructions on how to use a service, pre-purchase information, identification of the services that the
15 caller subscribes to, the cost of services, post-purchase information and identification of the caller's long distance carrier.